



Apangea Learning, Inc.

Education Specialist (Remote)

Job Description

The remote Education Specialist is a team player with drive, ambition and self-motivation to exceed and meet educational business objectives. Individuals in this role will work mainly from their home, splitting their time 70/30 between teacher and program manager support. As teachers, our goal is to provide high quality, efficient instruction to all students. As program managers, our goal is to drive product usage, student engagement and increase our customer's independent ability to facilitate product implementation and then coach them through classroom challenges.

This position will report to the Manager of Education Specialist.

Job Objectives:

Supports Apangea's teaching, customer services, sales and business operations efforts including:

- Know and understand the Apangea product.
- Provide instruction that is both high quality and efficient.
- Work collaboratively with colleagues to develop consistent and educationally sound instructional practices.
- Provide sales and service support during demonstrations.
- Maintain a consultative approach to training and product implementation
- Update the client database (Salesforce) on a daily basis and communicate effectively to collaborative team members
- Assess and interpret account performance, providing solutions for increasing usage and managing the overall customer experience
- Work collaboratively with sales, education and technology teams to manage customer interaction and expectations

Job Responsibilities:

Teaching Tasks:

- Provide ongoing math teaching services to students in grades 5-12 using our unique technology.
- Work with up to 5 students simultaneously in Problem Zone and work with up to 2 students simultaneously in Concept Zone
- Provide trainings and sales demonstrations in both Problem Zone

Training and Customer Support Tasks:

- Plan and provide onsite and web-based training and coaching to teachers, students and administrators
- Maximize customer satisfaction through excellence in implementation services with minimal complaints
- Manage customer setup to create independent usage by students and teachers during the “critical” implementation stage
- Be the customer liaison for active accounts: providing updates, supporting their needs and maintaining overall good customer service
- Assist in training the Apangea team at each site on operational compliance and customer services tasks
- Increase usage and educational results by reinforcing program design, benchmarks and a consistent implementation plan
- Report product challenges and solutions to Apangea management
- Audit product changes and improvements to maintain constant baseline, proactively communicating a consistent message to customers
- Build relationships and be able to demonstrate value-added at the school and district level.

Knowledge and Skill Requirements:

1. Bachelor's degree in education or a related field is required.
2. State teaching certification required (middle school math or secondary math certification is preferred).
3. Act 34, 114 and 151 Clearances required.
4. Demonstrated successful experience in education or an education-related field.
5. Ability to multi-task and independently problem-solve.
6. Strong personality and communication skills.
7. Strong technology skills with an emphasis on typing skills and the Microsoft Office software suite.
8. Second language preferred but not required

Interested applicants, please send résumé to Director of Human Resources, John Lawton, jlawton@apangea.com